



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

September 8, 2008

Vicki McBride, Director of Finance  
San Diego Travel Group  
9710 Scranton Road, Suite 300  
San Diego, CA 92121

Dear Ms. McBride:

RE: **FINAL Small Business MONITORING MEETING REPORT** for San Diego Travel Group –  
ET07-0134

<b>Date of Meeting:</b>	8/07/08
<b>Beginning/Ending Time:</b>	1:00 p.m. – 3:00 p.m.
<b>Date of Last Meeting:</b>	1/15/08
<b>Meeting Location:</b>	San Diego
<b>Persons in attendance:</b>	Jonathan Perin, Human Resources Manager, and Sharleen Wollach, Manager of Product Development & Training, San Diego Travel Group; and Krista Campion, Contract Analyst, Employment Training Panel
<b>Action Required:</b>	No

## **CONTRACT INFORMATION**

<b>Term of Agreement:</b>	9/05/06 – 9/04/08	<b>Agreement Amount:</b>	\$49,500
<b>Training Start Date:</b>	9/07/06	<b>No. to Retain:</b>	75
<b>Date Training must be Completed:</b>	6/04/08	<b>Range of Hours:</b>	8 – 60
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	30

*ACTION ITEMS REMAINING  
FROM THE PRIOR MEETING:*

**None**

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ETP (11/12/2007)

## **FINAL REPORT SUMMARY**

- **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 8/25/06. Ms. Wollach confirmed that training commenced on this project on 9/07/06 and the last day of ETP training was 6/04/08, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 9/04/08.

ETP processed one Technical Amendment and one Revision Modification during the term of the Agreement. Technical Amendment No. 1 added Riverside County as a county served under this Agreement. Revision Modification No. 2 revised the Agreement term dates for a second year for this small business project.

- **INTERVIEW WITH JONATHAN PERIN, HR MANAGER; AND SHARLEEN WOLLACH, MANAGER OF PRODUCT DEVELOPMENT & TRAINING**

San Diego Travel Group is a travel services company that competes nationally for business. This project was designed to upgrade the jobs skills of frontline workers in high performance workplace skills. Ms. Wollach and Mr. Perin reported that, although San Diego Travel Group will not earn reimbursement for the maximum ETP Agreement amount, the ETP training was effective and beneficial to the company.

They stated that the Computer Skills training was beneficial because it upgraded the job skills of many workers by providing them with tools/techniques in database analysis skills. Additionally, as a result of Business Skills training, trainees have a greater understanding of Customer Relationship Management Skills, and have increased their internal and external communication skills. As a result, they have seen increased job performance and improvements in customer service by all trainees.

Ms. Wollach and Mr. Perin reported that San Diego Travel Group was challenged with balancing the needs of training with staffing issues in regards to production. As a result, they were unable to complete all training as originally projected (see projected earnings below).

## **CLOSEOUT INVOICE**

Ms. Campion advised your staff that the closeout invoice should be submitted to the ETP Fiscal Unit in Sacramento no later than 30 days after the end term date of the Agreement or 10/04/08. Mr. Perin reported that he plans to submit the closeout invoice no later than 9/15/08.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR (to date)**

<b>Trainees Started Training:</b>	75	<b>Completed Training:</b>	60
<b>Trainees Enrolled:</b>	82	<b>In Retention Period:</b>	60
<b>Dropped Following Enrollment:</b>	22	<b>Completed Retention:</b>	60
<b>No. Completed Minimum Reimbursable Hours:</b>	60		

**PROJECTED EARNINGS / NUMBER TO RETAIN**

You confirmed that 60 retrainees (80 percent of planned trainees) have completed the minimum number of hours to qualify for reimbursement, which is consistent with the information in the ETP class/lab tracking system. The per trainee reimbursement for class/lab training is based on the total actual number of training hours completed for each trainee, provided the minimum (8) and no more than the maximum (60) class/lab training hours are completed, and all other Agreement terms and conditions are met.

The 60 retrainees referenced above have completed from 10 to 45 hours of class/lab training, for a grand total of 1,312.25 hours of training. This equates to a potential reimbursement of \$28,869.5, assuming that all Agreement performance requirements are met. This amount is approximately 58 percent of the Agreement amount and also 58 percent of the current encumbered amount. To date, San Diego Travel Group has been reimbursed \$15,212.25 in *unearned* progress payments.

**PROJECT ADMINISTRATION/TRACKING**

<b>Online tracking hours up to date?</b>	Yes
<b>Accessing or Uploading issues?</b>	No

**ATTENDANCE ROSTERS**

<b>Attendance Rosters reviewed: (Include No. of rosters reviewed or dates covered in review)</b>	<b>Approx. 36 Rosters for 11 retrainees covering 7/11/07 – 6/04/08</b>	<b>Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.</b>	<b>YES</b>
<b>Information contained in rosters reviewed was consistent with the hours reported on-line?</b>			<b>YES</b>

One minor error in the ETP class/lab tracking system was discovered by the Analyst and was subsequently corrected in the on-line system.

## **AUDIT**

San Diego Travel Group will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

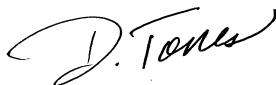
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

## **RECORD RETENTION**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Ms. Campion at 619-686-1917, or at [kcampion@etp.ca.gov](mailto:kcampion@etp.ca.gov), within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager  
San Diego Regional Office



Krista Campion, Contract Analyst  
San Diego Regional Office

cc: Sharleen Wollach, Manager of Product Development & Training  
Jonathan Perin, Human Resources Manager  
Amber Luiz, Assistant Director, ETP  
Kulbir Mayall, Manager, Fiscal & Certification, ETP  
Master File  
Project File